

IN THE UNITED STATES PATENT AND TRADEMARK OFFICECOPY OF PAPERS  
ORIGINALLY FILED  
02/13/02

In Re Application of:

Group No.: 2643

Applicant: *Craig Shambaugh et al.*

Examiner: Not yet assigned

Serial No.: 09/992,367

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents; Washington, D.C. 20231 on this date:

Filed: November 6, 2001

For: METHOD OF OPTIMIZING CALL  
CENTER RESOURCES BASED UPON STATISTICS01/23/2002  
Date*Kim Anne*  
Signature

Attorney

Docket No.: 6065-82965

RESPONSE TO NOTICE TO FILE CORRECTED APPLICATION PAPERSCommissioner for Patents  
Washington, DC 20231

Sir:

This is in response to the Notice to File Corrected Application Papers mailed for this application on December 14, 2001. A copy of the Notice is enclosed herewith. The informal drawings that were filed for the above-captioned matter on November 6, 2001 did not have the correct margin settings and were not electronically reproducible. Please replace the previously submitted drawings with the correctly formatted sheets enclosed herewith.

Applicant believes that there is no fee due in connection with this response. If, however, there is a fee due the Commissioner is hereby authorized to charge the unpaid amount, or credit any overpayment, to Deposit Account No. 23-0920. A duplicate copy of this sheet is enclosed.

Dated: January 23, 2002

Respectfully submitted,

WELSH &amp; KATZ, LTD.

By:

*Jon P. Christensen*  
Jon P. Christensen  
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## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/992,367	11/06/2001	Craig R. Shambaugh	6065-82965

Welsh & Katz, Ltd.  
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120 South Riverside Plaza  
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CONFIRMATION NO. 5567

## FORMALITIES LETTER



\*000000007192851\*

JAS/KPC

Date Mailed: 12/14/2001

## NOTICE TO FILE CORRECTED APPLICATION PAPERS

## Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawings submitted to the Office are not electronically reproducible. Drawing sheets must be submitted on paper which is flexible, strong, white, smooth, non-shiny, and durable (see 37 CFR 1.84(e));

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 1 - ATTORNEY/APPLICANT COPY

IN THE UNITED STATES PATENT AND TRADEMARK OFFICEApplicant: *Craig Shambaugh et al.*

Group No.: 2643

Serial No.: 09/992,367

Examiner: Not yet assigned

Filed: November 6, 2001

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Box Official Draftsman; Commissioner for Patents; Washington, D.C. 20231 on this date:

For: METHOD OF OPTIMIZING CALL  
CENTER RESOURCES BASED UPON STATISTICSAttorney  
Docket No.: 6065-829651/23/02  
Date

Signature

SUBMISSION OF FORMAL DRAWINGS

Box OFFICIAL DRAFTSMAN  
Commissioner for Patents  
Washington, DC 20231  
Attn: Official Draftsperson



Sir:

Submitted herewith are three (3) sheets of formal drawings to be filed in the above-identified patent application. Please replace the previously submitted informal drawings with the correctly formatted sheets enclosed herewith.

Respectfully submitted,

WELSH &amp; KATZ, LTD.

By:   
Jon P. Christensen  
Registration No. 34,137

Dated: January 23, 2002  
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